High Sick Leave Consumption
Economic Development

LouieStat

KPI Owner: Rebecca Fleischaker | **Process: Time & Attendance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13, 50 employees Goal: September 12 - July 14: no more than 2 employees. Updated August 14: 0 employees Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Enterprise KPI for productivity Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of employees who used 9 or more out of 12 sick [1]days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Monitor to ensure that level of high sick leave consumption is maintained

How Are We Doing?

Jan2014-Jan2015 12 Month Avg Goal	Jan2014-Jan2015 12 Month Average		Jan2015 Goal	Jan2015 Actual	
1	**4**	🔴	**0**	**3**	🔴
Employees	Employees		Employees	Employees	

High Sick Leave Consumption

Good

Chart legend: Sick Employees — Median — Goal — Benchmark

Percentages below data points (Feb2011 onward): 43% 37% 31% 32% 38% 35% 31% 44% 44% 43% 30% 24% 24% 17% 19% 14% 7% 14% 14% 14% 14% 14% 17% 10%
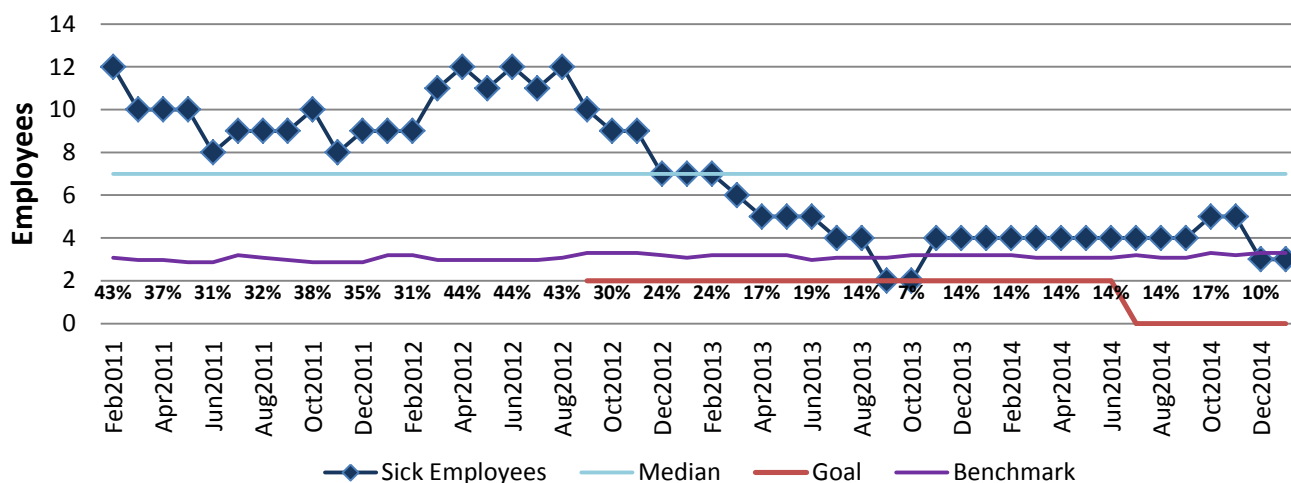
The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

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[1]A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract